



08-11-03

2642

PATENT

#140
SAC
9/3/03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

) Group Art Unit: 2642

DENTON et al.

) Examiner: Knowlin, Thjuan P.

Serial No.: 09/235,065

) AMENDMENT AND RESPONSE

Filed: January 21, 1999

) "EXPRESS MAIL" MAILING LABEL NUMBER: EV331292196US
DATE OF DEPOSIT: 8/8/03

Atty. File No.: 4366-27

) I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING
DEPOSITED WITH THE UNITED STATES POSTAL SERVICE
"EXPRESS MAIL POST OFFICE TO ADDRESSEE" SERVICE
UNDER 37 C.F.R. 1.10 ON THE DATE INDICATED ABOVE AND IS
ADDRESSED TO THE COMMISSIONER FOR PATENTS, P.O. BOX
1450, ALEXANDRIA, VA 22313-1450.For: "CALL CENTER TELEPHONE
AND DATA FLOW CONNECTION
SYSTEM")

TYPED OR PRINTED NAME: Amy S. Duarte

SIGNATURE: Amy DuarteMail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RECEIVED

AUG 13 2003

Dear Sir:

Technology Center 2600

INTRODUCTORY COMMENTS

Applicant submits this Amendment And Response to address the Office Action having a mailing date of May 8, 2003. Because the total numbers of independent claims and all claims have been previously paid for, Applicant believes that no fees are required by the filing of this Amendment After Final. Please credit any overpayment or charge any underpayment to Deposit Account No. 50-1602.

Please amend the above-identified patent application as follows: